



INFORMATION TECHNOLOGY STRATEGIC PLAN

FOR FISCAL YEARS: 2021-2023

COURTS IN COCONINO COUNTY



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COURTS IN COCONINO COUNTY

INTRODUCTION

This is a three year information technology strategic plan for the courts in Coconino County covering the period from January 2018 through June 2023. It was created as an update to the FY19-FY21 plan submitted in March 2018.

The courts in Coconino County are composed of the following:

Superior Court in Coconino County
Flagstaff Justice Court
Fredonia Justice Court
Page Justice Court
Williams Justice Court
Flagstaff Municipal Court
Fredonia Municipal Court
Page Municipal Court
Williams Municipal Court
Tusayan Municipal Court

The Superior Court provides administrative direction to the courts. Each court also works closely with its local funding agency, which is county government for superior and justice courts and city government for municipal or magistrate courts.

The automation for the county's courts is primarily centralized with the Administrative Office of the Courts (AOC). The courts participate in providing direction for the strategic automation projects through a variety of user and other statewide policy groups. These include:

- The Commission on Technology and its subcommittees:
 - Court Automation Coordinating Committee,
 - Probation Automation Coordination Committee, and
 - The Technical Advisory Council,
- The General Jurisdiction (GJ) Case Management System (CMS) Steering Committee and Users' Group

- The Arizona Court Automation Project (ACAP) Users' Group,
- The Juvenile On-Line Tracking System (JOLTS) Users' Group and
- The Adult Probation Enterprise Tracking System (APETS) Statewide Users' Group.

Courts are also represented on the Clerks of the Court Association, General Jurisdiction Case Management System Committee, Arizona Judicial Council, Committee on Superior Court, Committee on Limited Jurisdiction Courts, Superior Court Administrators Association, Limited Jurisdiction Court Administrators Association, PAM Users, as well as Code Standardization and Caseflow Managers Groups.

A. PLANNING METHOD AND PARTICIPANTS

This section outlines the participants, processes and events that contributed to formulating the Information Technology Plan for Coconino County Courts.

A countywide automation committee made up of representatives from courts developed this plan. Participants included:

Hon. Dan Slayton	Presiding Judge of the Coconino County Superior Court
Hon. Valerie Wyant	Clerk of the Superior Court
Hon. Howard Grodman	Flagstaff Justice Court Presiding JP
Hon. Serena Cutchen	Fredonia Justice Court Presiding JP/Fredonia Municipal Court Presiding Magistrate
Hon. Donald G. Roberts	Page Justice Court Presiding JP
Hon. Robert Krombeen	Williams Justice Court Presiding JP/Tusayan Municipal Court Presiding Magistrate
Hon. Adam Zickerman	Williams Municipal Court Presiding Magistrate
Hon. Thomas Chotena	Flagstaff Municipal Court Presiding Magistrate
Hon. Rick Olson	Page Municipal Court Presiding Magistrate
Sharon Yates	County Court Administrator
Jessica Cortes	Flagstaff Municipal Court Administrator
Heidi Lofgren	Flagstaff Municipal Deputy Court Administrator
Shelly Bacon	Deputy Court Administrator
Sarah Douthit	Chief of Adult Probation
Bryon Matsuda	Director of Juvenile Court Services
Jared Nishimoto	Court Information Systems Coordinator
Brian Schlieter	Court Information Systems Coordinator

B. JUDICIARY STRATEGIC AGENDA: STATE AND LOCAL

B.1. JUDICIAL BRANCH STATEWIDE AGENDA

The court supports *JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024* and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary's new chief justice. It remains consistent with the previous *ADVANCING JUSTICE TOGETHER* vision and encompasses five broad goals, each associated with several key strategic business needs. The goals are:

1. Promoting Access to Justice;
2. Protecting Children, Families, and Communities;
3. Promoting Judicial Branch Excellence and Innovation;
4. Enhancing Professionalism within Arizona's Courts; and
5. Promoting Public Trust and Confidence.

B.2. LOCAL COURT AND AGENCY STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES WITH RESPONDING LOCAL COURT AND AGENCY TECHNOLOGY INITIATIVES

The county's courts and their associated local funding agencies have identified additional strategic business goals, initiatives, and pressures. Applicable information technology initiatives or projects have been aligned with them as follows:

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
Adult Probation	Protecting Children, Families, and Communities	Explore Participation in Automated Public Safety Assessments
Adult Probation	Promoting Judicial Branch Excellence and Innovation	Ability to update financials in AJACS (Phase 2)
Clerk of Superior Court	Promoting Access to Justice Promoting Judicial Branch Excellence and Innovation	Expand Online Payments website to include case payment lookup.
Clerk of Superior Court	Promoting Access to Justice	Explore Clerk of Superior Court branch office in Page, AZ
Clerk of Superior Court Flagstaff Justice Court	Promoting Judicial Branch Excellence and Innovation	Explore portal/kiosk for juror check-in
Clerk of Superior Court	Promoting Judicial Branch Excellence and Innovation	Integrate Adult Probation & Clerks Office AJACS Financials
Coconino County Courts	Promoting Access to Justice	Expand and update the services

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
		provided on the Coconino County Courts web page. This would include putting more self-help forms on the web page that would allow customers to complete forms on-line. This would allow for the form to be completed on-line, printed, and then filed at the appropriate courts office. This will also include the web page being available in other languages, according to the Language Access Plan and have Spanish forms readily available.
Coconino County Courts	Promoting Public Trust and Confidence	Juror web page update and expansion
Coconino County Courts	Promoting Access to Justice	Continue to expand the use of e-courts and electronic filing technology.
Coconino County Courts	Promoting Access to Justice	Expand the use of technology to enhance courtroom presentation systems.
Coconino County Courts	Promoting Access to Justice	Expand use of Video Remote Court Reporting
Coconino County Courts	Promoting Access to Justice	Expand use of Video Remote Court Interpreting
Coconino County Courts	Promoting Access to Justice	Pretrial and initial appearance rights videos in other languages
Coconino County Courts	Promoting Access to Justice Promoting Public Trust and Confidence	Explore web services for pro se litigants.
Coconino County Courts	Enhancing Professionalism within Arizona's Courts	Continue to utilize webcast and web-based trainings via using new technology i.e. Skype for Business
Coconino County Courts	Promoting Access to Justice Promoting Public Trust and	Explore and implement auto posting of court calendars directly

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
	Confidence	to the court website
Coconino County Courts	Enhancing Professionalism within Arizona's Courts	Continue to update the COOP for all courts.
Coconino County Courts	Enhancing Professionalism within Arizona's Courts	Explore the expanded use of video conferencing. (i.e. virtual presentations, meetings, visitation).
Coconino County Courts	Promoting Judicial Branch Excellence and Innovation	Expansion of electronic minute entries to all case types
Coconino County Courts	Promoting Judicial Branch Excellence and Innovation	Expansion and enhancement of Criminal Justice Integration project.
Coconino County Courts	Promoting Judicial Branch Excellence and Innovation	Expand the use of IT automation to meet state-wide case processing standards
Coconino County Courts	Promoting Access to Justice	Expand the AZ Court Help project
Coconino County Courts	Promoting Access to Justice	Unify all courts to one online payment system.
Coconino County Courts	Promoting Access to Justice Promoting Judicial Branch Excellence and Innovation	Explore payment kiosk for court lobbies
Coconino County Courts	Promoting Judicial Branch Excellence and Innovation	Implement digital signatures
Coconino County Courts	Promoting Access to Justice Promoting Judicial Branch Excellence and Innovation	Website redesign
Coconino County Courts	Enhancing Professionalism within Arizona's Courts	Develop computer-based training programs for staff
Coconino County Courts Adult Probation Juvenile Probation	Promoting Judicial Branch Excellence and Innovation	Explore and conduct facilities needs assessment

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
Coconino County Courts	Promoting Judicial Branch Excellence and Innovation	Expand the use of Electronic Records Retention and Destruction to all courts
Coconino County Courts	Promoting Judicial Branch Excellence and Innovation	Explore electronic warrant validation
Coconino County Adult Probation	Promoting Judicial Branch Excellence and Innovation	Explore access to AJACS via terminal services
Coconino Juvenile Court	Promoting Judicial Branch Excellence and Innovation	Expand the use of video conferencing technology with Juvenile courts by creating rule changes allowing Judges to determine when hearings can be done via video conferencing.
Flagstaff Justice Court	Promoting Judicial Branch Excellence and Innovation	Explore portal/kiosk for defendant check-in
Limited Jurisdiction Courts Clerk of Superior Court	Promoting Judicial Branch Excellence and Innovation	Expand electronic transfer of case from limited jurisdiction courts to superior court
Flagstaff Municipal Court	Promoting Access to Justice Promoting Judicial Branch Excellence and Innovation	"File Free" paperless case processing Phase 2
Flagstaff Municipal Court	Promoting Access to Justice Promoting Judicial Branch Excellence and Innovation	Provide a new court facility with enhanced IT infrastructure and services
Justice Courts	Promoting Access to Justice	Explore online pleas and online dispute resolution
Limited Jurisdiction Courts	Promoting Judicial Branch Excellence and Innovation	Expand use of online search warrant to all search warrants
Limited Jurisdiction Courts	Promoting Judicial Branch Excellence and Innovation	Explore Implementing paper on demand processing in all Limited Jurisdiction Courts
Page Justice Court	Promoting Access to Justice	Expand the Page Courthouse

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
		Facility
Coconino County Courts	Promoting Access to Justice	Explore an automated calling system to reduce FTAs and FTPs.
Superior Court	Promoting Access to Justice	Explore Online Dispute Resolution (ODR)
Superior Court	Protecting Children, Families, and Communities	Implement parent education online registration

C. CURRENT TECHNOLOGY ENVIRONMENT

This section describes both the statewide and local hardware and software environment. Hardware includes mainframes, servers, desktops, and other peripherals. Software includes statewide applications, local software and desktop productivity tools.

HARDWARE

The Arizona Judicial Department has a diverse mix of hardware used by the various projects and programs that have evolved and applications that have been acquired and/or developed over the last several years. The mix of hardware that the county courts accesses includes the newest architectures designed to support the complexity of these applications and the large geographical area served by the Judicial Branch.

The server environment, hosted at the Administrative Office of the Courts Data Center, includes IBM AS/400s for JOLTS and general administrative operations of the Administrative Office of the Courts. The ACAP courts and the appellate courts are operating on IBM AIX systems. Windows servers provide for Internet, Intranet, e-mail, Statewide Crystal Enterprise/SSRS ad-hoc reporting, and statewide remote on-line training as well as file and print sharing.

The desktop environment includes a variety of PCs. AOC/ITD, under COT's direction, refreshed all the State-owned external (ACAP and JOLTS) PCs (about 3500) in FY15. Because of the long hardware life expected for the new PCs and the ever-shortening support cycle by software manufacturers, the project also includes a change to a subscription model for the operating system and office productivity applications utilized by all PCs deployed in the courts' environment. This most recent refresh activity, placed the following models in service:

- Desktop: C8N26AV HP EliteDesk 800 G1 Small Form Factor: Intel Core i5-6500 Processor (3.20 GHz, 6MB Cache), Intel HD Graphics 4600, 8GB RAM, 500GB Hard Drive, Intel I219LM Gigabit Network Connection, Intel I219LM Gigabit Network Card, Intel Core i5 vPro
- Laptop: L3D24AV HP EliteBook 850 G3 Notebook PC: Intel - i5-6300U (2.4 GHz w/ Turbo, 3MB Cache) Processor, Intel HD Graphics 520, 8GB RAM, 500GB Hard Drive, Intel Gigabit Network Connection, Core i5 vPro, Integrated camera, Integrated HD
- Printer: K0Q17A#BGJ HP LaserJet - HP LaserJet M608n

The hardware listed in Appendix A reflects equipment used to support the court management system software, the juvenile tracking software, other state-provided applications as well as additional local record keeping functions. Additional hardware beyond these desktop items is also listed.

SOFTWARE

Appendix A also identifies all the software used in the county's courts. It includes the state-provided applications such as AJACS, AZTEC, APETS, TIP, JOLTS, and any word processing, spreadsheet, report writing, and other database or other tracking applications.

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the county's courts participate or will actively be pursuing in the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects which are not primarily supported by state resources. Information on these projects includes alignment to both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the "Retirement" column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

The statewide strategic technology priorities as assigned by the Commission on Technology, are as follows:

1. Production Support (incl. bug fixes, req'd chgs)
2. Manage & Improve Security (incl. COOP rvw)
3. Finish Core System Deployments (GJ/ LJ)
4. Mitigate Aging Technology Risk
5. Increase Revenue Flow (FARE, eAccess, eFiling)
6. Increase Data Utilization (ex. access & BI)
7. Public Facing Services (eFiling, eAccess, eNotification, ODR)
8. Integrate Systems to Improve Productivity and Capability
9. Enhance Core Systems with New Functionality

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

- Deploy New eFiling Case Types
- Deploy LJ Judge Automation
- Expand Automated Notification Capability
- JOLTSaz Dependency & Officer UI
- AJACS - AZTEC Replacement
- eCertification
- Justice Court eFiling
- FARE - Infrastructure Port
- Online Dispute Resolution
- Mental Health Repository
- Data Analysis/Reporting
- eWarrant System
- New Appellate CMS Setup
- CPOR 2 Implementation
- FARE Implementation for Non-Standard Courts
- Move AJACS Superior Courts to V6.1
- LJ PSA Automation
- Conditions of Release Tracking
- Data Access Portals
- Digital Evidence

COURT IT ACCOMPLISHMENTS CY2018/2019

This section lists the accomplishments of the county's courts information technology projects from January 2018 to January 2020.

Strategic Project (State or Local)	Program / Project	Description	Local Accomplishment
Local	Enhance video conference capabilities	Implement or replace aging video conference/arraignment systems.	All video conferencing equipment replaced with Cisco teleconferencing systems
Local	Create a "File Free" environment in the Flagstaff Municipal Court	Electronic Document Management System (EDMS) Phase 1	Implemented parking, protective orders and civil traffic case types to a "file free" process
Local	Electronic/automated calendar displays	Implement electronic display of court calendars.	Installed main hallway calendar displays for Superior and Justice courts. Installed calendar displays outside each division in superior court
Local	Replace and expand video surveillance in the Superior court	Explore expansion of video security systems.	Replace and expand video surveillance in the Superior court
Local	Electronic Minute Entries	Expansion of electronic minute entries for criminal cases	Expanded electronic minute entries for criminal cases in the Superior court
Local	Automated Calendars from AJACS	Access to automated court calendars. Adult Probation	Adult Probation has access to automated calendars
Local	Wi-Fi Expansion	Expand the use of WIFI for employees and customers of Juvenile Court	Installed public and secured Wi-Fi in the Juvenile Justice Center (JJC)
Local	Ad-Hoc Reporting	Build server environment to host multiple applications to automate processes and reports in and for the courts.	Installed server and Crystal Reports for Ad-Hoc Reporting and automated electronic calendars
Local	Digital Evidence Repository	Explore the use of the digital evidence repository	

Strategic Project (State or Local)	Program / Project	Description	Local Accomplishment
Local	Improve Infrastructure in Page Justice Court	Explore microwave point to point transmitters	Installed point to point transmitters between county building and courthouse to improve bandwidth
Local	Pretrial Automation	Create “rights” video for pretrial conferences	“Rights” video created and used during pretrial conferences
Local	Historical Records Retention	Transfer historical electronic records for storage	Transfer of all electronic historical records to back up server and web-based system
Local	Electronic Transfer of Documents	Implement electronic transfer of bind-overs	Implemented electronic transfers of bind-overs from Page Justice Court to Coconino Superior Court
Local	Inter-agency Teleconferencing	Move all teleconferencing cameras to the state network	Moved Page Justice Court teleconferencing cameras to the state network
Local	Inter-agency Teleconferencing	Expand use of teleconferencing	Expanded use of teleconferencing to include Title 36 cases
Local	New Court in Tusayan, AZ	Create court in Tusayan, AZ	Installed teleconferencing equipment to host Tusayan City Court from the Williams Justice Center
Local	COJET Training	Transmit local trainings to outlying courts	Configured teleconferencing equipment to transmit live trainings to Williams, Page and Fredonia
State	LJ AJACS Implementation	Implement the new AJACS Case Management System that will replace AZTEC and expand the courts ability to serve the public.	AJACS 6.1 implemented in all limited jurisdiction courts in Coconino County
State	Reduce FTAs and FTPs	Explore an automated calling system to reduce FTAs and FTPs.	Implemented state automated call system to reduce FTAs and FTPs through LJ AJACS
State	Windows 10 Implementation	Test local programs for integration with the next Operating System to be deployed by AOC	Local programs tested and Windows 10 implemented.

Strategic Project (State or Local)	Program / Project	Description	Local Accomplishment
State	Online Payments	Expand Online Payments website to include case payment lookup. LJ courts	Implemented Online Court Payments (OLCP) portal provided by AOC
State	Online Protective Orders	Explore the feasibility of online Orders of Protection process	Implemented AZ-Point online protective orders
State	2FID	Implement 2FID in the superior court	Implemented 2FID for superior court sentencings
State	E-Warrants Project	Participate in State E-Warrants project	Participated as pilot in the 2 nd statewide e-warrants project
State	AZ Court Help	Expand AZ Court Help	Created live and online “Legal Talks”
State	E-Filing	Expand E-Filing	Expanded E-Filing to include Title 36

COURT PROJECTS MASTER LISTING

This section collects all information technology project-related information for all the county's courts during the plan period. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

Statewide Project Participation						
Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Automated Public Safety Assessments	Explore the Automated Public Safety Assessments for faster turnaround of assessment to judges	LJ Public Safety Assessment	Early adopters	FY21	Conceptual	
Expand e-Courts and Electronic Filing	Continue to expand the use of e-courts and electronic filing technology	Electronic Filing	Among the last	FY21	Underway	
Meet Case Processing Standards	Expand the use of IT automation to meet statewide case processing standards	AJACS GJ Enhancements & Reports	Early adopters	FY22	Underway	
Electronic Warrant Validation	Change from manual to electronic warrant validation	eWarrants	Early adopters	FY21	Conceptual	
Expand Electronic Case Transfer	Expand electronic transfer of case from limited jurisdiction courts to superior court	Electronic Filing	Early adopters	FY20	Underway	
Expand Online Search Warrants	Expand online search warrants from blood draw to all search warrant	eWarrants	Early adopters	FY21	Conceptual	

Statewide Project Participation						
Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
	types					
Paperless Court Operations	Explore Paperless Court Operations in all Limited Jurisdiction Courts	Electronic Filing	Early adopters	FY22	Underway	
FTA/FTP Auto Notifications	Create call out system to reduce FTA/FTPs	Automated Notifications	Mid-cycle adopters	FY21	Underway	

Other Local Independent Projects

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Update Financials in AJACS (Phase 2)	Adult Probation access to AJACS to update financials in near real time; explore access to AJACS via terminal services	FY21	Underway	
Expand Online Payments Website	Expand online payments website to include case payment lookup	FY21	Planned	
Page Branch Office	Explore Branch Office of the Clerk of the Superior Court in Page	>FY24	Conceptual	
Juror Check-In	Explore implementing a jury portal/kiosk for easier jury check-in	FY22	Conceptual	
Integrate AJACS Financials	Integrate Adult Probation and Clerk of Court AJACS financials so that there isn't disparate data about defendants	FY20	Underway	
Webpage Expansion	Web page available in other languages, Spanish forms, Juror web page update and expansion, services for <i>pro se</i> litigants	FY22	Underway	
Enhance Courtroom Presentation Systems	Implement the use of technology to enhance courtroom presentation systems in order to enhance clarity of communications in court proceedings	FY21	Conceptual	
Video Remote Court Reporters	Use remote court reporters when local reporters are not available	FY21	Conceptual	
Video Remote Court Interpreters	Use remote court interpreters when local interpreters are not available	FY21	Underway	

Other Local Independent Projects

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Rights Videos in Other Languages	Create a rights video and pretrial video in multiple languages to comply with the Language Access Plan	FY20	Underway	
Webcast and Web-Based Trainings	Utilize web-based teleconferencing and web-based training to give rural courts the opportunity to attend trainings; develop computer-based training programs for staff	FY21	Underway	
Automate AJACS Court Calendar	Explore and implement auto posting of court calendars directly to the court website	FY21	Conceptual	
COOP Update	Continue to update the COOP plan for current threats for all courts	FY20	Underway	
Expand Videoconferencing	Provide telecommunications solutions for meetings, presentations and visitation to outlying courts	FY21	Underway	
Electronic Minute Entries	Create minute entries directly in the case management system for all case types	FY21	Conceptual	
Criminal Justice Integration	Continue to expand and enhance the Criminal Justice Integration project	FY22	Underway	
Expand AZ Court Help	Expand self-help available to the public, both on physical media and on the internet	FY22	Underway	
Unify Online Payment	Unify all courts to one online payment system	FY21	Underway	
Payment Kiosks	Explore kiosk technologies that will enable customers to pay fines and fees within the	FY22	Conceptual	

Other Local Independent Projects

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
	courthouse without staff intervention			
Facilities Needs Assessment	Conduct a facilities needs assessment for future growth within the courts	FY20	Underway	
Expand ERR&D	Expand the use of Electronic Records Retention and Destruction to all courts	FY22	Underway	
Juvenile Videoconferencing	Use videoconferencing technology for court hearings other than Initial Appearances, as determined by the judge	FY21	Conceptual	
Defendant Check-In Portal/Kiosk	Explore kiosk technologies that will enable defendants to check-in to court without staff intervention	FY21	Conceptual	
Paperless Court Operations	Scanning of all case files Day forward	FY20	Underway	
Flagstaff New Courthouse	Construct a new courthouse in Flagstaff	FY21	Underway	
Online Pleas & Dispute Resolution	Allowing customer plea online and provide an online dispute resolution platform	FY22	Conceptual	
Page Courthouse Expansion	Expand the courthouse into the adjacent area not currently being used	FY22	On Hold	
Parent Education Online Registration	Implement an online registration for parent education programs required by the court	FY21	Planned	

D.1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION

This section provides Commission on Technology with visibility into the demand for various statewide systems currently in development. Also listed below are initiatives that require long-range preparation and may have significant impacts on local infrastructures, resources, and training requirements. Courts should consider high-level impact perspectives that factor into their participation in statewide systems and initiatives.

Statewide Initiative

Limited Jurisdiction Case Management System – AZTEC Conversion / AJACS Implementation

Description:

A limited jurisdiction court case management system was developed to replace AZTEC by taking the base GJ CMS (AJACS) application and expanding the functionality to specifically address limited jurisdiction needs then extending the use of system automation that is of specific benefit to Arizona's justice and municipal courts. Early in the requirements gathering and development cycle, non-AOC-supported large volume courts collaborated with the AOC through the provision of resources, funding, and business analysis to build upon the AZTEC-replacement application and develop a solution that could potentially meet the needs of all LJ courts, large or small, rural or metropolitan. Additional non-ACAP courts could choose to adopt this solution as their current case management systems age and become un-supportable.

Program interfaces that permit integration with other automation systems, like electronic citations, central document management system (scanning documents directly to the PC then uploading them to the AJACS case event they pertain to), electronic records retention and destruction, online payment processing, MVD disposition reporting, and DPS criminal disposition reporting are being included. Business requirements and development are underway to support an LJ e-filing interface. Conversion of certain AZTEC case data and extensive training are being undertaken by the AOC to minimize disruption to local courts during the changeover. Business process and code standardization are also major components of the conversion and implementation effort.

Anticipated rollout timeline:

Statewide LJ AJACS implementation began in late summer 2015 and is anticipated to continue through April of 2020, on a schedule determined by the AOC.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

DONE

2. General Importance or Impact to Your Court: To improve business processes by fully integrating case management systems, and add the ability to accept electronic citations, as well as to submit disposition data to the Motor Vehicle Department and the Department of Public Safety.

Statewide Initiative LJ Judge Automation (Limited Jurisdiction Courts Only)

Description:

Historically, court automation was significantly structured to take place in the back-office via a judicial administrative assistant, clerk, court information staff, or judicial officer. Current technology advances provide the opportunity to move away from paper and into the digital world. All technology enhancements introduce changes that have some impact on the court and court processes. The LJ AJACS application offers court staff and judicial officers the ability to use the court management system in the courtroom as well as in the back office. A case worksheet provided with AJACS gives quick access to the key components of court cases including ease of access to updating case information, checking financial information, the charges on the case, case status, and many other quick option features. The worksheet has collapsible sections to provide ease of visibility to detailed case information. The sections of the worksheet are secured so that a section cannot be expanded when the case information does not yet support its use.

The current AJACS Case Worksheet has been available to all LJ courts since their conversion from AZTEC. Numerous courts and judges use the Case Worksheet in the courtroom for real-time case processing and adjudication. Though the worksheet underwent detailed business analysis, development, and testing initially, the time has come to reassess its practical usability. A new Judge Automation Focus Group will assess worksheet modifications and enhancements necessary to speed the judicial process and further streamline case processing (both in the courtroom and back office). This focus group will provide valuable feedback and suggestions for module enhancements and development of new features.

Anticipated rollout timeline:

Rollout accompanies each Statewide LJ AJACS implementation going forward. Judges and court staff were trained on the use of the worksheet prior to each court's AJACS implementation. Additional features and enhancements determined by the Judge Automation Focus Group are being targeted for analysis, design, and development beginning fall of 2019. Implementation will be accomplished as future AJACS releases are pushed out, beginning in Summer 2020.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

Matches AJACS Release timeframe (Past Due)

2. General Importance or Impact to Your Court/Probation Department:

Statewide Initiative

Electronic Filing Case Types Expansion

Description:

Electronic Filing, better known as e-filing, comprises a set of software applications designed to communicate and interoperate with case management systems (CMSs), an online payment provider, and multiple electronic filing service providers. It enables attorneys and self-represented litigants to assemble, pay for, and submit case data and documents online to individual courts. It simultaneously provides a means for clerks to review and accept e-filed submissions within their respective CMSs before supplying the information to judges to prepare for and conduct court hearings. Once a submission is clerk-accepted with virtually the touch of a button, automated CMS docketing processes file the associated data and documents into official case files. Notifications indicating the status of the filing process are returned to the submitting attorneys and parties letting them know their case information is filed and documents are readily available for reference online.

Delivering case information online removes the need for clerks to manually enter case data and scan documents, which has been the norm for processing physical paper documents delivered over-the-counter for decades. The goal of this statewide initiative remains to enable the e-filing of all case types in all Arizona courts. As of June 2019, all general jurisdiction courts support civil case e-filing. Maricopa Superior Court continues updating its e-filing capability to accept and process case-initiating submissions.

As technologies evolve and more experience is gained, new concepts and approaches will be introduced to handle e-filing more efficiently and effectively. Equally important is reducing the cost of maintaining physical paper managed by each court. The current focus is to expand the implementation of e-filing by supporting additional case types.

Anticipated rollout timeline:

Varies by level of court and case type. Pima County e-filing migrates to the eUniversa e-filing system by Spring 2019. Protective Order Petition e-filing support must be in place by January 2020 to meet a legislated deadline. Family Law and Probate e-filing in the Superior Court and Regular Civil and Eviction Action e-filing in the Justice Courts are slated for delivery in calendar year 2020.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

Next 12 months for LJ and GJ

2. General Importance or Impact to Your Court: To allow the Courts to provide improved customer service and business flow through electronic filings to be accepted by the new case management system.

Statewide Initiative

Expanding Automated Notification Capabilities

Description:

The Fair Justice for All Task Force's recommendations specify implementation of an automated, statewide, text notification system. This includes the capture, storage, and retrieval of cell phone number data fields in CMSs accompanied by appropriate permission and opt-out language for court users. Modifications have been made to the Arizona Traffic Ticket and Complaint (ATTC) that allow law enforcement to capture information used for notifications at the outset, or it can be added by court staff at any time. The system will be able to draw cell phone information from case management system databases and send out appropriate text messages and land line voice notifications regarding appearance dates and times, payment amounts due, or probation requirements.

Over time the features and coverage are being expanded to include support for various languages in text. By the end of 2019, text messages began to include the "azcourtpay.com" link. Expansion into additional languages, beginning with Spanish, will begin in first quarter 2020.

Anticipated rollout timeline:

Available to limited jurisdiction courts with AJACS rollout, including voice notification on land lines in English. Non-AJACS courts, beginning with MCJC and Pima Superior, are obtaining access to the automated notification facility via local CMS integration.

1. Timeframe in which needed:
(immediately, next 12 months,
1-2 years, 3-4 years)

LJ - Done
GJ – Immediately/Past Due

2. General Importance or Impact to Your Court: .

Statewide Initiative Electronic Document Certification

Description:

Electronic documents are now common in the day-to-day business of the court, relied upon by court staff, other justice-related agencies, and the public. AOs authorizing electronic filing stipulate that electronic submittals are considered “originals” for the purpose of court business. For ACAP courts, the central document repository (CDR) holds replicated court filings following acceptance by local clerks. Those documents are also available to filers and soon to the public, but for reference only. A move is underway to have clerks electronically certify the version of their record held in the CDR (or local repository for non-ACAP courts) as the official record of the court, on a record-by-record basis when that designation is requested.

The Clerk of the Superior Court in Maricopa County, a non-ACAP court, has constructed and piloted a certification system using a vendor product, TrueCertify, with OnBase TIF and PDF records. A certified document file locator number appears on each page to uniquely identify each e-certified record. Information within the locator number can be verified by the clerk’s office if the integrity of the e-certified record is questioned. Raised-seal certified copies are provided at no charge whenever an e-certified record is rejected by a using agency. Beginning as a pilot in 2013, it expanded into full production use for certain types of documents in early 2018, adding marriage licenses at that time.

Mohave Superior Court investigated the Maricopa solution for use with OnBase and AJACS but developed an internal process for clerk’s staff to attach necessary OnBase documents to a PDF, electronically file stamp them, then forward to the requesting agency. Documents are stored on the court’s file server.

Anticipated rollout timeline:

Maricopa solution is in production. The local, standalone pilot underway in Mohave with County Attorney and Attorney General is being followed by development work in AJACS to support a single, statewide solution for ACAP courts.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

Immediately

2. General Importance or Impact to Your Court:

Statewide Initiative Electronic Warrant System

Description:

The purpose of the eWarrant effort is to enable automated statewide arrest warrant processes for all Arizona jurisdictions to streamline the overall process through reliance on a single, trusted warrant repository in the state. The project is currently investigating various technical options. Provided sufficient funding can be obtained, following proof of concept and license negotiation with a key supporting vendor, the eWarrants Project will undertake full automation of existing warrant processes from end to end in a consistent manner throughout the entire State for courts and law enforcement agencies.

When a court issues or quashes a warrant, a CMS interface will electronically generate a transaction to be sent to the JWI system at DPS for law enforcement to act upon. Once the warrant has been executed by law enforcement and updated in JWI, the court will be electronically notified via AJACS. This round-trip process will keep warrant issues and servers in synch with each other and enable near-real-time notification between agencies on warrant-related activities, removing the guesswork that has plagued the paper system.

Anticipated rollout timeline: Workflow and AJACS development activities led to piloting with multiple jurisdictions at the end of 2019. Testing will continue into 2020 before a timeline is created for statewide rollout.

1. Timeframe in which needed:
(immediately, next 12 months,
1-2 years, 3-4 years)

FJC – Immediately
Other LJ – Next 12 months

2. General Importance or Impact to Your Court: .

Statewide Initiative

Digitizing the Protective Order Process

Description:

A 2002 effort determined the feasibility of centralizing the processes of protective order data management in Arizona so agencies and courts in the various jurisdictions across the state had equal access to orders on a consistent and timely basis. Legislated changes addressing deficiencies in the protective order process statewide coupled with the requirement to submit all civil protection orders served in Arizona to NCIC has driven the need for a single protective order system with participation from all 15 Arizona counties' courts and law enforcement agencies. This will ensure individuals restricted from buying guns will be entered into the federal NCIC database more consistently and timely which ultimately provides for better public safety.

Also, an integrated electronic system enables the public to electronically prepare their petition paperwork for filing rather than physically appearing at the court during business hours to complete a paper petition. The protective order project enables anyone who is in crisis with the help of a domestic violence victim's advocate, family/friend, or even by themselves to quickly and accurately submit paperwork electronically to an Arizona court from virtually any location. The related infrastructure changes also provide a technology basis for civil e-filing in limited jurisdiction courts statewide.

Anticipated rollout timeline:

Legislation requires the central repository to be active by January 1, 2020. AJACS modifications will be completed to support that implementation date. Specifications have been provided to non-AJACS courts. Workarounds are being developed to enable use of the electronic repository for petitions still filed on paper.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

Immediately

2. General Importance or Impact to Your Court: .

Statewide Initiative Data Analysis / Reporting

Description:

Goal 3A of the chief justice's strategic agenda focuses on key data both judges and court managers need to perform their caseload and oversight functions, ensuring that data is accurate and readily available to make informed operations and policy decisions. As a starting point, MS SSRS reports from the AJACS CMS were developed to assist in managing caseloads relative to the published time standards. Unfortunately, these reports only reflected a moment in time and were produced only periodically rather than in real time as judges desire. Moving the time standard reports out of AJACS to a centralized dashboard facility using Microsoft's Power BI tool will enable judges to log in and see up-to-date performance. The PowerBI data visualization tool will also visually alert judges to items falling outside of time standards. The tool draws attention to outlying data points and enables drill-down capability to identify the largest contributors to delays using the underlying CMS data to drive decision making by court leaders.

Anticipated rollout timeline: A prototype time standards dashboard was unveiled at the October 2019 Court Leadership Conference for reaction and comment. Depending on magnitude of changes requested, the production version of that dashboard will be available to judges during the first quarter of 2020. The dashboard concept will be expanded over time to power other areas of data-based decision making in accordance with the strategic agenda.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

Next 12 months

2. General Importance or Impact to Your Court: .

Statewide Initiative Online Dispute Resolution

Description:

Consistent with the goal of promoting access to justice and the recommendations of the Fair Justice Task Force, the Judicial Branch is working to reduce the time and expense in certain types of cases by allowing litigants to resolve disputes without ever coming to the courthouse. An online dispute resolution (ODR) system would facilitate evaluation, negotiation, and judicial decision in those case types. The AOC is conducting proof-of-concept pilots in multiple courts to determine whether ODR is viable in helping to resolve cases as litigants negotiate through use of the on-line resource. Reports will then be made to AJC by participants in the pilots before any decision is made to expand ODR statewide.

Pilot courts Yuma Superior and Pinal Superior are addressing Family Law cases with the use of court mediators on requests to modify child support, visitation, and legal decision making. An agreement between the parties can be executed using electronic signatures now that AO 2018-78 sets aside Family Court Rules requiring use of a notary on all ODR agreements.

Scottsdale Municipal Court is piloting the ability to accept plea documents from the city prosecutor and defendant for the purpose of accepting telephonic pleas on misdemeanor cases. Maricopa Superior Court implemented a separate pilot for family and civil cases, called "Accountability and Enforcement Court (ACE)," in July of 2018 and now is launching an online platform to settle credit card debt cases under \$50K.

Anticipated rollout timeline:

Pilots will continue until March 2020 to allow the collection of additional data to assess what requirements should be made in a Request for Qualification (RFQ) which will be developed and released during Spring 2020.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

1-2 years

2. General Importance or Impact to Your Court:

Statewide Initiative

LJ Public Safety Assessment Automation

Description:

This project involves developing an automated process for completing the Public Safety Assessment (PSA) report, a pretrial release assessment which is currently prepared by pretrial officers for judges to use when establishing release conditions for persons arrested for crimes. The long-term goal is to develop an automated system that would eliminate or significantly reduce the workload and amount of time it takes to complete a PSA, enabling the PSA to be used in additional limited jurisdiction courts which may not have pretrial services staff to conduct the assessment.

This project involves multiple phases. Phases One and Two included building the infrastructure within the Justice Web Interface (JWI) to include the PSA questions and PSA report with calculated risk scores. Pragmatica has been contracted to complete Phase Three of the project by providing a report to the Administrative Office of the Courts analyzing the scope of work needed to create a fully automated process for conducting the assessment and a process for automatically initiating the PSA at the time a person is booked or fingerprinted.

Anticipated rollout timeline:

Phase Three's report from Pragmatica is scheduled to be completed in late 2019. Further work will be planned from that point.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

3-4 years

2. General Importance or Impact to Your Court:

Statewide Initiative

JOLTSaz Dependency (CASAs) & Officer UI (Probation)

Description:

The Dependent Children Automated Tracking System (DCATS) is the system of record used by the counties to enter statistical information on cases and volunteers. It is extensively used by both Court Appointed Special Advocates (CASA) and Foster Care Review Board (FCRB) for day-to-day tasks and activities. County CASA staff enter volunteer information and also connect the volunteer to a child/case in the dependency system. DCATS also provides reports to the state and local CASA programs to assist with case assignment. CASA of Arizona and the local programs have to complete numerous reports for outside sources, such as National CASA and VOCA grants. DCATS provides the statewide data needed for these reporting purposes.

DCATS technology is outdated and must be replaced. In addition, all Dependency data needs to be housed in one location to eliminate a significant amount of duplicate data entry. A multi-phase development and conversion effort is required to accomplish these tasks. Phase 1 includes CASA and FCRB functionality needed to replace DCATS and potentially the data conversion from DCATS to JOLTSaz.

JOLTSaz is also undergoing interface changes accompanying the adoption of Justice Tools (once the agreement is signed) currently used by Pima Juvenile Probation to replace AZYAS for performing safety assessments for juveniles to further adopt evidence-based practices. Changes are required in JOLTSaz to fully integrate Justice Tools for use statewide.

Anticipated rollout timeline:

Detailed requirements gathering is underway. Once complete, the work effort can be estimated and a project plan established.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

2. General Importance or Impact to Your Court: .

Statewide Initiative Digital Evidence Repository

Description:

Following the recommendations of the chief justice's Digital Evidence Task Force, Commission on Technology's Technical Advisory Council crafted a range of possible solutions for handling digital evidence before narrowing their focus to a vendor-hosted cloud solution that could be implemented within two years. The solution as envisioned takes into account the total evidence lifecycle: enabling submission to the court of digital evidence, storage of digital evidence after submission to the court, and access to digital evidence by the court and litigants in connection with court proceedings. Clerks will be provided tools and services to manage digital evidence within the portal. Attorneys and self-represented litigants will have the ability upload evidence from personal devices and use tools to edit and redact before submission to the court.

The concept was reviewed in several presentations to subcommittees of the Arizona Judicial Council and to AJC itself. The consensus was to pursue the concept as the starting point in a process that would likely require several iterations as technology and practices mature.

Anticipated rollout timeline: A demonstration project is underway with a potential vendor to prove the cloud portal concept in two courts. Formal procurement will need to follow before statewide adoption is possible.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

Immediately (GJ Pilot)

2. General Importance or Impact to Your Court: Will use when update is rolled out.

D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court for FY20.

LOCAL TECHNOLOGY RESOURCES				
Court	State Device Cost	Other Technical Cost	Number of:	
			Court FTE Technical Staff	City or County FTE Technical Support Staff
Coconino County Superior Court	\$67,765	\$97,225	.8	0
Flagstaff Municipal Court	\$35,600	\$118,859	.5	0
Flagstaff Justice Court	\$30,650	\$29,400	.42	0
Fredonia Justice Court	\$5,475	\$17,350	.07	-
Fredonia Municipal Court	\$1,500	-	-	-
Page Justice Court	\$6,035	\$4,000	.105	-
Page Municipal Court	\$5,250	-	-	-
Williams Justice Court	\$7,405	\$36,149	.105	-
Williams Municipal Court	\$2,250	-	-	-
Tusayan Municipal Court	\$1,250	\$2,500	-	-

APPENDIX A. CURRENT ENVIRONMENT

1. HARDWARE ENVIRONMENT BY COURT

This section lists the judicial branch-owned hardware deployed in the courts, including mainframes, servers, desktops, and other peripherals.

Court	Number of PCs	PC Operating System	Number of Laptops	Laptop Operating System	Number of Network Printers
Coconino County Clerk of the Court (AOC)	28	Windows 10	2	Windows 10	5
Coconino County Clerk of the Court (County)	2	Windows 10	0	-	2
Coconino County Superior Court (AOC)	25	Windows 10	9	Windows 10	9
Coconino County Superior Court (County)	3	Windows 10	-	-	2
Flagstaff Justice Court (AOC)	28	Windows 10	2	Windows 10	5
Flagstaff Justice Court (County)	-	-	-	-	1
Flagstaff Municipal Court (AOC)	37	Windows 10	4	Windows 10	4
Flagstaff Municipal Court (City)	1	Windows 10	-	-	1
Fredonia Justice (AOC)	4	Windows 10	0	-	1
Fredonia Justice (County)	0	-	0	-	1

Court	Number of PCs	PC Operating System	Number of Laptops	Laptop Operating System	Number of Network Printers
Fredonia Municipal Court	1	Windows 10	-	-	1
Page Justice Court	7	Windows 10	-	-	1
Page Municipal Court	6	Windows 10	-	-	1
Williams Justice Court	6	Windows 10	2	Windows 10	1
Williams Municipal Court	1	Windows 10	-	-	1
Tusayan Municipal Court	0	-	1	Windows 10	0
Juvenile (AOC)	73	Windows 10	1	Windows 10	5
Juvenile (County)	0	-	-	-	17

2. HARDWARE FOR SPECIAL FUNCTIONS

Hardware listed below also appears in the above count.

Hardware for special functions.

Court	Number of:				
	Public Access PCs	In Courtroom PCs	In Chambers PCs	Dedicated Imaging/ Scanning Workstations	Dedicated ACAP Training PCs
Coconino County Superior Court	2(county)	6	6	5	-
Flagstaff Municipal Court	1(City)	3	3	1	4
Flagstaff Justice Court	-	2	2	-	-
Fredonia Justice Court	-	1	1	-	-
Fredonia Municipal Court	-	-	-	-	-
Page Justice Court	-	1	1	-	-
Page Municipal Court	-	-	1	-	-
Williams Justice Court	-	1	1	-	-
Williams Municipal Court	-	-	1	-	-
Tusayan Municipal Court	-	-	-	-	-
Juvenile	-	1	2	-	-

3. LOCAL SERVER HARDWARE AND FUNCTION

LOCAL SERVER INFORMATION					
Court/Dept.	# Brand / Model	Operating System	Databases	Managed By	Use / Applications
Coconino Superior	Dell Power Edge 730	Windows Server 2012R2	SQL	Local Court IT	Files Storage, Crystal Enterprise, Calendar Displays
Coconino Superior	Dell Power Edge 730	Windows Server 2012R2	SQL	Local Court IT	Backup Server
Coconino Superior	Dell Power Edge 730	Windows Server 2012R2	SQL	Local Court IT	Domain Controller
Flagstaff Municipal	Netgear ReadyNas RN314	ReadyNas 6.4	N/A	Local Court IT	File Storage
Fredonia Justice	Netgear ReadyNas RN314	ReadyNas 6.4	N/A	Local Court IT	File Storage

4. NETWORK ENVIRONMENT

The business network is the Arizona Judicial Information Network (AJIN), maintained by the AOC, and all court computer equipment is attached to it.

5. SOFTWARE ENVIRONMENT

This section identifies all the software used in the county's courts. It includes the state-provided applications (such as AJACS, AZTEC, TIP, JOLTS, and APETS) and any word processing, spreadsheet, report writing and other database or other tracking applications.

SC – Coconino County Superior Court
 FM – Flagstaff Municipal Court
 FJ – Flagstaff Justice Court
 FRJ – Fredonia Justice Court
 FRM – Fredonia Municipal Court
 PJ – Page Justice Court
 PM – Page Municipal Court

WJ – Williams Justice Court
WM – Williams Municipal Court

LOCAL APPLICATIONS					
Application Name	Developed/ Supported By	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
AJACS application software for the Arizona Court Automation Project (ACAP)	AOC	Superior Court	N/A		
AJACS application software for the Arizona Court Automation Project (ACAP)	AOC	All Justice and Municipal Courts	N/A		
Other Calendaring: PDF uploaded to web	Judicial Assistants	SC, FM, FJ	N/A		
Calendar Display	Local Court IT	Superior Court	N/A		
APETS (Adult Probation Enterprise Tracking System)	AOC	SC	N/A		
DCATS - CASA	AOC	SC	N/A		
JOLTS (Juvenile On-Line Tracking System)	AOC	SC	N/A		
Statistical Reports (CASPER)	AOC	Superior Court and all Justice and Municipal Courts	N/A		
CourTools	AOC	Superior Court and all Justice and Municipal Courts			
Tax Intercept Program (TIP)	AOC	Superior Court and all Justice and Municipal Courts	N/A		
Windows 10	Microsoft/Local Staff	Superior Court and all Justice and Municipal Courts	Package		

LOCAL APPLICATIONS					
Application Name	Developed/ Supported By	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
Server Operating System: MS Server 2012R2	Microsoft/Local Staff	Superior Court and all Justice and Municipal Courts	Package		
Network operating system: Cisco IOS 12.x	Cisco/AOC	Superior Court and all Justice and Municipal Courts	Package		
Data Backup/ Recovery System	Local Staff	Superior Court Flagstaff Justice and Municipal Courts	Standalone		
Office 365	Microsoft/AOC staff	Superior Court and all Justice and Municipal Courts	Package		
Adobe Acrobat Reader DC	Adobe	Superior Court and all Justice and Municipal Courts	Package		
Other virus prevention: Sophos	Vendor/Local staff	Superior and all Justice and FM	Package		
Business Objects/Crystal Enterprise	Crystal/AOC staff	Superior Court, FJ, FM	Package		
Problem and Change Management					
Software Configuration Management					
Hardware and software inventory: Excel	Local staff	Superior Court and all Justice and Municipal Courts	Package		
Procurement/Materials					

LOCAL APPLICATIONS					
Application Name	Developed/ Supported By	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
Mgmt					
Other online training tool					
Fines, Fees and Restitution Enforcement Module for FARE participation	AOC and vendor, ACS	FJ, FM, FJ, WJ, Clerk of the Superior Court.	N/A		
Other collections tracking: OnBase workflow	DataBank/Local Staff	FM	Bolt On		
Pre-Adjudication Payment gateway: Official Payments	Vendor	WJ, FRJ, FJ	Vendor		
Pre-Adjudication Payment gateway: NCourt	Vendor	FM	Vendor		
Pre-Adjudication Payment gateway: OLCP	AOC	All LJ courts	Vendor		
Digital Audio Recording: Liberty	Vendor/Local Staff	Superior Court and all Justice and Municipal Courts	Package		
Electronic Document Management System Product Name: OnBase	DataBank	Superior Court, WM, FM	Package		
Data warehouse	AOC	Superior	AOC/CCI/CDR		
Integration-electronic data sharing with county/city law enforcement	AOC, Coconino County IT	SC, FJ, FM	Coconino County server, AOC server, DPS server		
Integration-electronic data sharing with city/county prosecutor	AOC, Coconino County IT	SC, FJ, FM	Coconino County server, AOC server, DPS server		
Integration-electronic data reporting of dispositions to	AOC developed and supported	SC, FJ, FM	N/A		

LOCAL APPLICATIONS					
Application Name	Developed/ Supported By	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
DPS					
Integration-electronic data reporting of citations/dispositions to MVD	AOC developed and supported	FM	N/A		
Jury system: Next Gen	JSI/Jury+	SC, FM	N/A		
Public access	BMI Imaging Systems (Digital Fiche)	SC	Package		
Court Website	Coconino County Information Technology	Superior Court and all Justice and Municipal Courts	Standalone		
AZTraCS	DPS	All Justice Courts	Package		
Interactive Voice Response System	AOC				
Project mgmt. / tracking					
E-Citation	Pragmatica AZTRACS	FMC FJC	Vendor		
Timekeeping					
Human Resources					

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, **COT requires that a project be defined for the removal/replacement or any item listed in the “retirement” category within plan period. Enter the project name and scheduled completion date in the rightmost column.** Items in the “containment” category can have no more widespread use without exception being granted by COT. The next stop on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at <http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx>. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan/ Timeline
APPLICATIONS & TOOLS				
User Interface Delivery Method for Public Access	Internet Explorer ≤6	Internet Explorer	IE11, Firefox, Chrome	
User Interface Delivery Method for Business Applications	Character based	Silverlight		
Electronic Document Management	Hyland OnBase ≤14	Hyland OnBase 15	OnBase 17	
Document Imaging	Kofax Card (SCSI)	Kofax Ascent Capture	PsiGen (Virtual Barcode)	
Report Writer for Ad Hoc Reporting	Crystal <10, MS SSRS ≤2005	Crystal 10, MS SSRS 2008	Crystal 11, Crystal Enterprise	
Report Writer for Business Application Reports	Crystal <10, MS SSRS ≤2005	Crystal 10, MS SSRS 2008	Crystal 11, Crystal Enterprise	
Development Languages	ASP (Classic), COBOL, JAM, RPG	Java (on a business case need basis, .NET Framework ≤V3.X, Windows Workflow Foundation	.NET	
Development Environment	Visual Studio ≤2012, Visual Studio 6	Visual Studio 2015, PowerBuilder, MS-Access, Panther		
Source Control	Aldon			
Code Generation	Alachisoft	Visible Developer		
OFFICE PRODUCTIVITY TOOLS				

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan/ Timeline
Word Processing	Word ≤2010	Word 2013	Word 2016	
Spreadsheet	Excel <2010	Excel 2013	Excel 2016	
Presentation	PowerPoint ≤2010	PowerPoint 2013	PowerPoint 2016	
Local Standalone Database	MS-Access ≤2010	MS-Access 2013	MS-Access 2016	
E-mail Client	Outlook ≤2010	Outlook 2013	Outlook 2016	
Instant Messaging		MS-Live Communication Server, Lync, Skype for Business 2013	Skype For Business	
Collaboration		Live Communication Server, SharePoint Server ≤2013, Google Apps		
Distance Learning		Centra	Webex	
DATA ARCHITECTURE				
DBMS	SQL Server <2012	SQL Server 2012	SQL Server 2014	
Data Warehouse DBMS		Informix XPS, SQL Server 2012		
Data Exchange Model		Fixed format, XML homegrown		
e-Mail Encryption		S/MIME		
NETWORKS AND PLATFORMS				
Client Operating System	Windows ≤Vista and Windows 8	Windows 7 and 8.1	Windows 10	
Server & Network Operating Systems	OS/400, Windows ≤2008 R2	Windows Server 2012	MS Windows 2012 R2, Netgear ReadyNAS	
Mobile Operating Systems	BlackBerry O/S		Apple, Android	
SHARED SERVICES				

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan/ Timeline
Component Service Layer		Services (previous version), DCOM, ASP (classic), Remoting		
Remote Access Through Internet by employees or contractors	ipsec/AnyConnect		Cisco AnyConnect	
Remote Access Through Internet by vendors or trusted partners	ipsec/AnyConnect; TeamViewer n-2 version	TeamViewer n-1 version		
MESSAGE TRANSPORT MIDDLEWARE				
Message Transport	MQ ≤V7.1	MQ V7.5/V8.0	MQ 6.0	
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V8.0, BizTalk		
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V8.0, BizTalk		
File Transfer, Transactional and Scheduled Production (Mission Critical)	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intra-court only), MQ V7.5/V8.0		
File Transfer, Production Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)	MQ ≤7.1, FTP	MQ V7.5/V8.0	MQ 8.0	